



UH / Maui Community College

Technical Support Committee

http://www2.hawaii.edu/~swansons/TSC_notes/tsc_home.html

Meeting Notes: 26 Oct 2005

Members Present: Diane Meyer, Sandra Swanson, Margaret Phanes, Mike Albert, Steve George, Jon Lightfoot, Rick Miller, Greg Voelker (for Lisa Sepa), Robert Wehrman, Debbie Winkler

Members Absent: flo wiger

Guests: Ron St. John

Recorder: Jon Lightfoot acted as meeting recorder. Mahalo Jon.

UNFINISHED BUSINESS:

Computer Replacement Policy: (Bob)

- Bob & Sandra reported that flo has been in touch with Linda Johnsrud, Interim VP, Office of Vice President for Academic Planning and Policy, who advised that she would not be against a modest technology fee if the students were in agreement.
- Bob will meet with MCC students Tuesday morning to introduce the technology fee.

Action: Tabled pending reports.

Adobe Acrobat License: (Steve)

- Steve advised that academic the licensing fee for Adobe Acrobat Professional is \$39/license. The Standard version is \$24/license. A single fee of about \$12 is for media.
- Sandra Reported that Nero PDF charges \$59/license.
- Both Steve and Sandra have received requests from faculty and staff for copies. They will get together and compile a single list. Total licenses may be \approx 15.
- Diane will investigate possible sources for funding and is confident funds can be found.

Action: Tabled pending reports.

Wireless Network Access Fees: (Rick)

- No report.

Action: Tabled pending progress report by Rick.

Pharos Charges via Wireless: (Steve)

- Steve reports that the latest version of Pharos supports charging and is compatible with the currently installed software.
- Installation will require that the system be unavailable for the better part of a business day.
- The Committee discussed various installation dates and agreed that it would be best to postpone installation until the year-end semester break. Steve will schedule installation for that time

Action: Tabled until the first TSC meeting of 2006.

Ka`a`ike UPS: (Steve)

- The batteries have been received, and the service center advised.
- Steve is still awaiting a callback to schedule service for battery installation.
- Steve will continue to follow up.

Action: Tabled pending Steve's report.

VoIP: (Steve)

- Steve reported that implementation of VoIP is on hold pending the study of reliability issues related to network outages.
- ITS @ Mānoa has been exploring the feasibility of a reasonable and reliable backup in the event of an Internet outage. Thus far nothing has been finalized.

Action: Closed pending further development by ITS.

MCC Gift Card: (Rick)

- Rick reported the gift card was to be discussed as part of a system wide ID card meeting on 28 Oct.
- Rick to report next meeting.

Action: Tabled pending Rick's report.

Pharos Account Status: (Diane)

- Diane is still waiting for a report from David Tamanaha.
- She will continue to follow-up with David to get an accounting of the Pharos accounts.

Action: Tabled pending Diane's report.

NEW BUSINESS

Return to service checklists following outages: (Margaret)

- Margaret asked if Computing Services has a checklist it follows when the servers have failed due to a power outage or other causes.
- Steve responded it was still the practice to check equipment when an outage was known to have occurred – in the instance under discussion there was some question as to whether a general outage had occurred.
- Steve stated that CS will establish a procedure where Kris Shibano will verify the availability of all servers first thing every Monday morning.

Action: Closed.

Wireless Computers in Classrooms: (Margaret)

- Margaret responded to an article that was distributed to TSC members about how disruptive wireless computers can be in a classroom environment. The article can be found at: http://www2.hawaii.edu/~swansons/images/051014_wsj.pdf
- Student computers using wireless cannot be restricted or monitored using Vision. This can often be disruptive—principally maintaining student attention.
- Committee members agreed this is more of an instructional issue than a technical issue. Faculty options include:
 - ◆ Restrict or prohibit use of student computers during lectures or at other times where unmonitored use can be disruptive.
 - ◆ Block the wireless signal using specialized antennae.

Action: Closed.

OTHER BUSINESS:

E-mail Lists: (Ron St. John)

- Ron brought forward the recent e-mail discussion about expanding or contracting the number of e-mail lists.
- Steve mentioned that there is a single list to which everyone is automatically subscribed, but its use is limited by ITS Mānoa and is only used for matters of utmost importance.
- Some MCC employees do not subscribe to MCC-Announce. They cannot be “forced” to subscribe to any lists.
- Reviewing and deleting unwanted e-mail is time consuming.
- Other options include MyGroups (available through MyUHPortal) or blogs.
- A committee has been empaneled to draft e-mail usage policies. Steve chairs the committee and will convene a meeting to discuss the most recent concerns.

Action: Closed.

Spring 2006 Schedule on MCC Web Page: (Diane)

- Diane inquired as to the status of the Spring 2006 schedule. When will it be available on the MCC Web Site?
- Steve received the files from Jill Fitzpatrick 25 Oct. and forwarded them to webmaster Eryck Quesada.

Action: Closed.

Lahaina Education Center: (Diane)

- Will the Lahaina Education Center be equipped to receive Distance Education classes?
- Mike and Steve will investigate if the funds are available.

Action: Closed.

Faculty Computers: (Diane)

Diane reported that computers were purchased for faculty members Mike Takemoto (Art) and Laura Lees (English).

Action: Informational, no action required.

Adjournment: The Committee stood adjourned @ 1634.

Next Meeting: The next scheduled Technical Support Committee meeting will convene at 1500, **Wednesday, 09 November 2005**, in Ka`a`ike 210. The deadline to submit items for the agenda is 24-hours prior to the meeting.